



Complaints

Management Policy

Endeavour Christian College

Context

This document is underpinned by Section 46 of the Education (General Provisions) Act 2006. Feedback, both positive and negative, is essential in order to provide quality education services that meet community needs. Therefore, complaints will be responded to as a matter of priority and will be used as a mechanism for improving services to students and parents/carers. Complaints procedures will be available to all students, parents and members of the public.

Principles of Management

- A **complaint** is an objection to something that is perceived to be unfair, unacceptable, or otherwise not up to normal standards. Lodging complaints is different to raising concerns or seeking clarification.
- Complaints management is about resolving individual complaints and identifying opportunities to make systemic improvements, consistent with the stated ethos, vision and values of the College.
- Better outcomes are achieved for everyone when we encourage rather than criticise.
- Parties should attempt to resolve complaints at the point where the problem or issue arise.
- If a complaint is made about a person, that person has the right to know the details of the complaint and be given the opportunity to make a statement of reply.
- All people involved in the complaint process have the right to be supported by an appropriate third party.
- The complaint management process will be unbiased, objective and impartial.
- Our College will handle all complaints fairly and with due regard to the rights of employees of the College who are the subject of complaints.
- Our College Complaints Management Process will be implemented in a flexible way that is culturally appropriate and responsive to any special needs of all people involved.
- Personal information collected as part of the complaints process will not be released publicly
- An **anonymous complaint** generally occurs when either the complainant refuses to supply their own name, or other identifying information is not supplied.
- While anonymous complaints will be considered, complainants are to be informed where possible, that refusal to supply certain relevant information may be a significant barrier to either the ability to adequately investigate or resolve a complaint.
- Processes for managing complaints comply with the Australian Standard for Consumer Satisfaction
- The Principal, Executive Principal and the CEO of Christian Community Ministries have the delegated power to determine whether a complaint is frivolous or vexatious

Process to Expressing a Concern/Making a Complaint

Matthew 18 guides our behaviours within the College. In essence, if we have a grievance or concern, we must first take it to the person who created the concern.

1. Discuss the concern/complaint with the relevant staff member with whom you have a concern
2. If concerns remain, discuss your concern/complaint with the supervisor of the staff member, or ask for assistance in participating in an informal conflict resolution
3. Subsequent to this, you make an appointment to the Principal to reach an understanding
4. Independent review by the Executive Principal or the CEO of Christian Community Ministries in exceptional circumstances.

Supporting Documentation and Key Resources

ECC Complaints Management Procedures
ECC Record of Complaint Form